

## **MINUTES OF THE COUNCIL ON TECHNOLOGY SERVICES MEETING Friday, December 17, 1999**

### **Council Attendees:**

Secretary Upson, Erv Blythe, Cheryl Clark, Ray Davis, Jan Fatouros, Chip German, Patti Higgins, Keith Segerson (for Joy Hughes), Pete Kolakowski, Bill Landsidle, Ken Mittendorff, David Molchany, Lan Neugent, Mike O'Neil, Gerry Pacyna, Jim Peters, Naseem Reza, Jerry Simonoff, David Sullivan, Mike Thomas, Mark Willis (for Paul Timmreck), Jay Landis (for Bill Wilson), Andy Poarch.

Secretary Upson expressed his appreciation for the Council's accomplishments in the past 18 months. It is a tribute to each Council member for the number of initiatives that have been developed and implemented. The Council has had a partner in Governor Gilmore and a significant partner in the legislature in Delegate Joe May. He has been an advocate and sponsor of Technology's legislative initiatives. He has been an advocate since the formation of the Council and was the architect of the CIO component that is part of every agency of government. He is COTS' liaison in the upcoming General Assembly in terms of seat management, digital signatures and procurement initiatives. In addition to being a legislator, he was one of the six legislators that served on the Governor's Commission on Information Technology. It is a privilege to work with him and to have him speak to the Council.

Delegate May was glad to have the opportunity to attend the Council meeting. He has a keen interest in the work of the Council because its accomplishments are a sign of the times in the Commonwealth. Virginia is a technology state although some of his colleagues in the General Assembly have not yet arrived. Although Virginia has been a technology state for some years, almost all legislation and the committee setups reflect the belief that Virginia is primarily an agrarian, mining/manufacturing and mineral sort of economy. But very quietly, Virginia has become a full-blown technology state.

Based on the Governor's budget which was presented this morning, two-thirds of the new growth Virginia is experiencing has come from the technology industry. Of that amount, approximately 40% came from the information and technology industry. Technology is in place now and Virginia is challenged in how to assimilate, control and foster its continued growth.

When Governor Gilmore was elected in 1998, one of his priorities was to address the fact that technology is an economic item in the Commonwealth. One of the first things he did was appoint a Secretary of Technology. Delegate May supported the Governor's decision and is pleased to see people on the Council who are well positioned to help move the Commonwealth forward in technology. There are powerful people on the Council who are involved in the technology and information fields but also in the operational side of state government. Delegate May stressed that under the guidance of Secretary Upson, the Council has unlimited possibilities for saving money, for streamlining, and for providing better services to constituents.

Delegate May thanked the Council for inviting him to attend and for the important work it is accomplishing.

Linda Harber was contacted by the state of Florida for information on the IT Classification initiative. The workgroup continues to support agencies transitioning to the IT classification initiative. The group will likely support a post-audit to assess and evaluate the process. In 2000, the workgroup will continue to explore IT training.

Leslie Carter presented the Telecommunications Workgroup report. The workgroup will consider whether to develop policies and procedures in managing firewalls, network equipment and workstations. A sub-workgroup will be formed to look at voice-over IP initiatives and how the issues will be addressed. In January, the workgroup will have established procurement priorities for network equipment and services for the coming year. The telecommunications services contract is on schedule and the hardware contract is scheduled to be released mid-January.

Mike Thomas explained the voice-over IP initiative is substantial and it's crucial the Commonwealth develop a strategy that examines the issues completely. The workgroup will develop a model to determine actual internal costs versus service-based costs in order to make informed decisions. There will be wide-range involvement to assess various pilot programs. Mike asked members to participate and to suggest names of others who should be included in the process.

Ken Mittendorff suggested expanding the IP system to include video.

Delegate May reminded the Council that several legislators may ask for tele-videoing in order to conduct business back home.

David Sullivan reported the State and Local Application Integration workgroup would like to present a report at the February COTS meeting which cover both recommendations on the network side as well as joint application strategies between state and local governments. The group is taking an infrastructure approach and integrating some specifics with the Enterprise Architecture group.

Andy Poarch presented the Gainsharing Partnership Workgroup report. The group is looking at several successful public/private partnerships and how they can be emulated.

Secretary Upson reported on the Governor's announcement that COTS will have new responsibilities in 2000 in a number of initiatives. There will be budget language encouraging the use of seat management.

Pete Kolakowski reported the workgroup is close to distributing a draft RFP seeking comments from agencies and industries regarding seat management. The core group is working with DIT to release the RFP the end of January.

Secretary Upson expressed his pleasure and support of this initiative and stressed it is an important aspect of the government's ability to provide web-enabled services.

Andy Poarch reported on the Digital Signatures workgroup on behalf of Cheryl Clark. The pilot agencies are finalizing details of the pilots. DIT is discussing with VIPNet the certificate authority function. Early in 2000, an Executive Oversight Committee will be appointed to assist the Technical Advisory Committee in managing this effort. At a later date, the group hopes to hold an education day to give agencies an opportunity to learn more about the tools that are available.

Secretary Upson thanked Delegate May for attending the COTS meeting.

Jerry Simonoff reported on the Organizational workgroup and the upcoming EA workshop on January 10.

Dan Ziomek continued discussion on the Organizational workgroup and the implementation of the governance model on the EA website. He encouraged members to review the materials sent in preparation for the workshop, especially the article entitled "Sample Technology Trends" pulled from the Gartner Group. These are trends that will drive the architecture initiative and will be included in the Commonwealth's strategy. Dan urged members to look over the document entitled "Business of State Government and Core Business Activities" which is in opposition of the state government support process. It is a good source of information to have in mind as the workshop takes place. After the workshop, a white paper will be prepared along with a draft policy statement on how the EA governance model will be implemented for the Commonwealth.

Jerry concluded by explaining that the workgroup is jump-starting the process of developing the enterprise architecture, but also discussing putting in place a governance mechanism that's going to maintain that process. The governance body will be called the "Enterprise Architecture Review Board."

Jan Fatouros reported on the Procurement workgroup and the three areas where they are focusing attention. A white paper will be drafted consolidating the pros and cons and strategies of multiple procurements into one 'catalog procurement." The group is reviewing the agency procurement manual and plan to make changes to the current model. A number of committee members are working with the Division of Purchases and Supply in developing the e-procurement model and the RFP for that model. The initial draft should be available for comment at the end of the month.

Mike O'Neil reported the Privacy, Security and Access workgroup is focusing on Executive Order 51 and the three action items dealing with privacy and security access. The first tasks DIT to implement policies and procedures for state databases and data communications. Subparagraph E talks about DTP working with COTS to develop guidelines for compliance with privacy legislation and regulations and subparagraph F discusses the Secretaries of Technology and Administration working with COTS to develop uniform guidelines for clear and explicit privacy policies. The workgroup will begin reviewing current state policies and address necessary updates as well as confer with other state and resources and

federal models. The APA is going to review agency audits and determine if there are outstanding issues that need to be addressed and can be incorporated into the policy. The final area requires that a risk assessment and business impact analysis be completed. Social Services recently completed such and will utilize it to determine the lessons learned.

Secretary Upson expressed his appreciation of the outstanding job the COTS members have done over the past 12 months. He asked for comments or thoughts as to whether the workgroups need to be changed, whether new ones added or whether some needed to be disbanded. For example, is it time to disband the seat management workgroup now that it's work is completed? Maybe there's need for a new group that would function as a marketing workgroup for seat management. This group would provide the leadership role in educating agencies and local governments and educational institutions in how they can continually upgrade their technology to remain current. Secretary Upson would like to take a more aggressive role in promoting COTS and initiatives such as digital signatures and seat management. There is not a comparable group in any state at this time. There needs to be a focus on the marketing component and Caroline Boyd of the Secretary's office will also serve on this group.

Secretary Upson also talked with Secretary Slater about developing a new COTS workgroup that can develop an IT chapter in the procurement manual dealing with unlimited liability and how it functions in a responsible environment.

Mike Thomas asked for additional help from member for the workgroups. Some members are meeting on a regular basis and serve on more than one workgroup and can get worn out. The workgroups are an ideal way to work with folks from other agencies that might not be directly represented on COTS, but have expertise in particular areas.

Andy Poarch reported that the first newsletter was emailed several weeks ago to all interested parties. The newsletter will be mailed on a monthly basis.

Jerry Simonoff extended an invitation to interested COTS members who would like to help develop the workshop for web-enabled government.

Secretary Upson explained that seat management has captured the interest of a lot of people. He asked that comments from the private sector not to focus just on the content of the RFP but to also on what an implementation strategy might look like. It is an important consideration for a successful implementation.